



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Richard Ney Art Unit: 3639  
Serial No.: 09/379,385  
Filed: August 23, 1999  
For: METHOD AND PROCESS OR ACCUMULATING  
AND SUMMARIZING DATA FOR DEFINED  
TIME INTERVALS WITHIN A CUSTOMER  
INTERACTION SYSTEM  
Attorney  
Docket No.: 96761

AMENDMENT

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-0001

Sir:

In response to the Office Action of June 21, 2006,  
please amend the above-identified application as follows: